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TITLE: Non-random call center supervisory  
method and apparatus

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Brief Summary Text - BSTX (19):

According to one aspect of the invention, a computer-implemented method and apparatus for assisting supervisors of a call center is provided. The monitoring of agent calls is performed in a non-random fashion in order to provide the supervisor with enhanced control and flexibility over monitoring schedules. In one embodiment, a supervisor may designate one or more time, day and date schedules and/or define other rules for recording, individually for each agent. In one embodiment, a supervisor may select whether, within the time interval, every call, every other call, every third call or the like is to be recorded. Preferably recording occurs without regard to a predefined duration limit.

Detailed Description Text - DETX (18):

An alternate procedure for selective recording is depicted in FIG. 6A. In the embodiment of FIG. 6A, the system will continuously compare the current time to the various schedules for the various agents and will perform no monitoring of an agents telephone unless the current time is within a monitoring schedule for an agent 652. If the current schedule is active at the present time (i.e., the current time is a time within the scheduled monitoring

window for an agent 654), the system will wait for the next call on this agent's telephone 656 and then determine whether the call meets count criteria (e.g., using a procedure similar to steps 626 and 628 of FIG. 6) and any other defined rules (such as rules for recording particular area codes, phone numbers, prefixes and the like) 658. If the count or other criteria are not met or the agent's schedule is not currently active, no monitoring is done and the agent is permitted to place or receive calls without recording 662. However, if the criteria are met, the call is recording 664. In either case, after the call is completed, the procedure returns 666 to continue determining whether any agent's schedule is active.

Current US Cross Reference Classification - CCXR (1):  
379/265.06